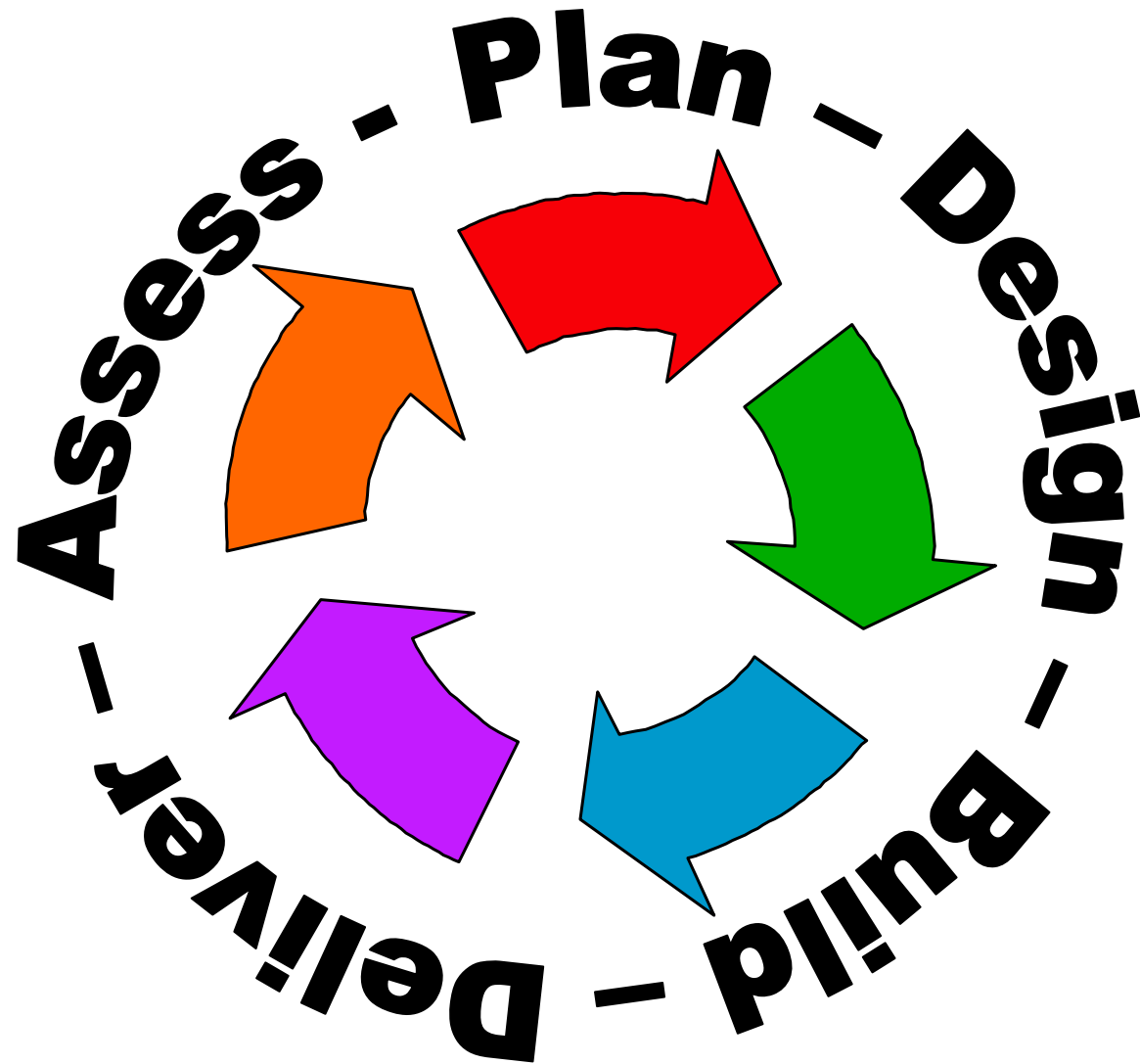




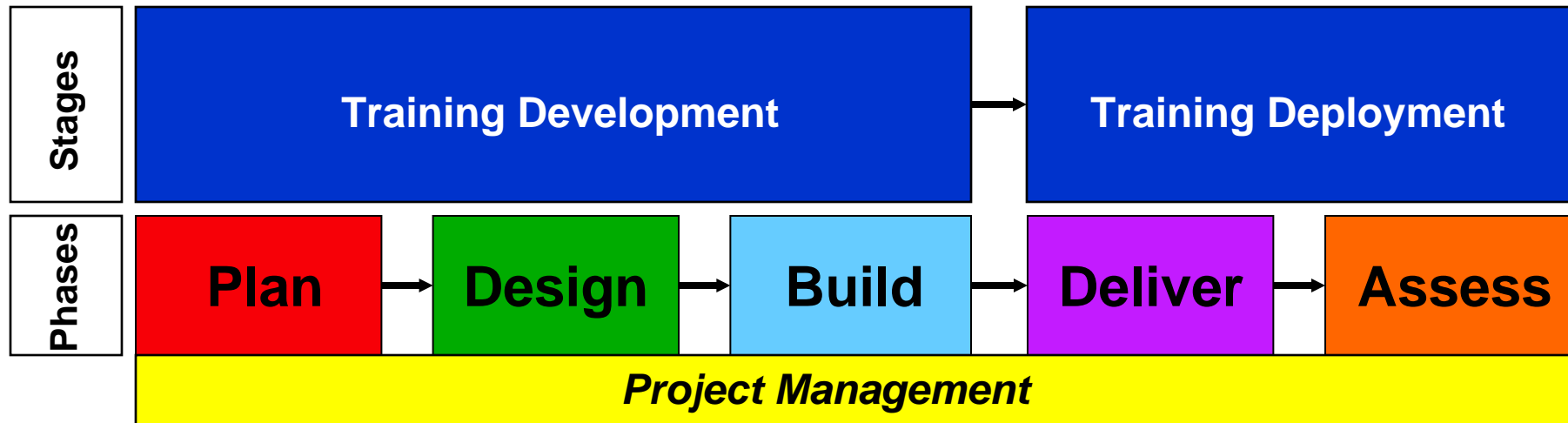
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Training Development and Delivery Process



The Training Development & Delivery Process



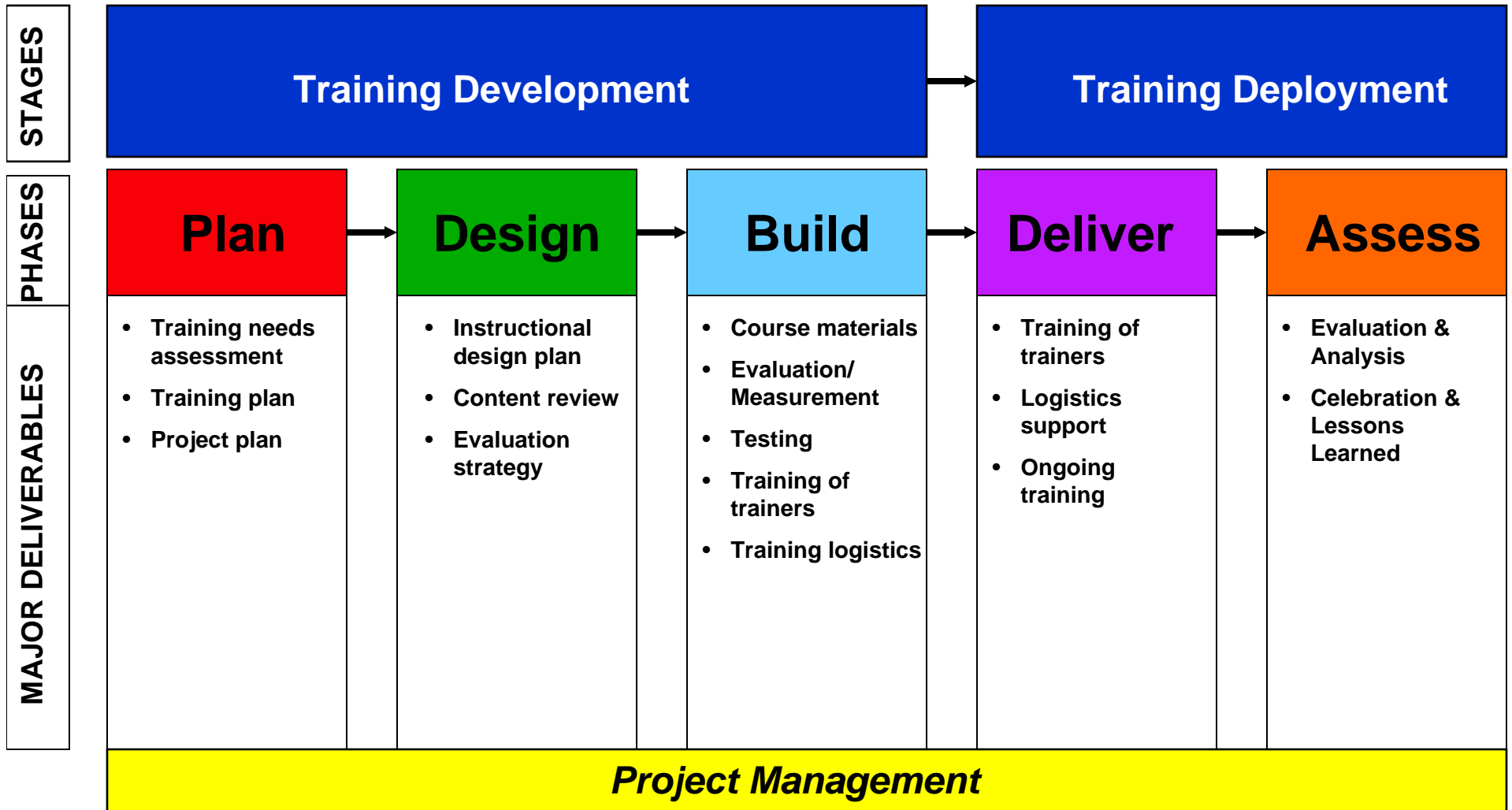
The training development and delivery process provides a flexible framework for creating training programs within FSA. It establishes a standard method to assist teams involved in this effort. The process is comprised of stages, phases, and major deliverables. The two main stages are development and deployment.

Training development is comprised of the plan, design, and build phases. Training deployment is comprised of the deliver and assess phases. Often, there are different teams for these two stages, one for development and one for deployment..

1. **Plan:** Identify training needs and create high-level plans for the project
2. **Design:** Draft plans to prepare for the development and testing of training materials
3. **Build:** Produce, review, and test training materials
4. **Deliver:** Conduct training sessions
5. **Assess:** Determine if the course is effective and efficient

Project Management: *Oversee project communication, tasks, and deliverables*

Major Elements of the Process



Benefits of the Process



Team approach

- ☐ Seek input from key stakeholders, subject matter experts, and others affected by the project
- ☐ Ensure that teams reflect various groups, with representatives from different channels and operating partners working side-by-side



Project planning

- ☐ Gather channel managers and FSAU representatives to plan training for the year ahead
- ☐ Require sign-offs at the end of each phase before the next phase begins
- ☐ Utilize tools to enable successful planning
 - Training request form
 - Stakeholder analysis
 - Communication plan



Defined roles & responsibilities

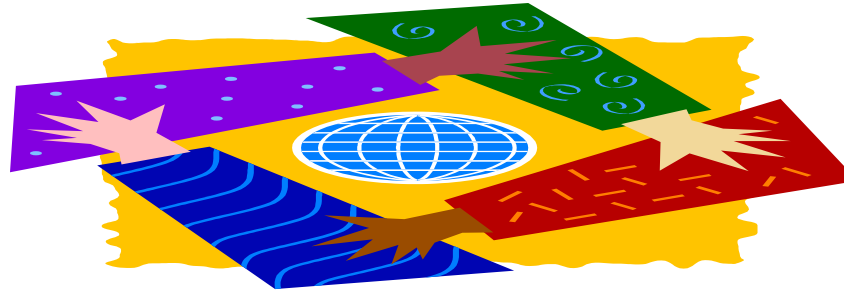
- ☐ Determine whose staff is responsible for which tasks
 - Role map
- ☐ Encourage resource management to limit workload imbalances



Logistics support

- ☐ Plan logistics strategy to best meet the needs of the development team and trainers
- ☐ Assign a point of contact to each team to manage logistical elements, such as printing and shipping
- ☐ Assure that materials and logistical arrangements are prepared and delivered prior to training

The Goals of the Training Process



Working together, we meet FSA's goals and standards:

- Increase employee and customer satisfaction
- Reduce unit costs
- Be worthy of trust, courteous and efficient
- Deliver great products and services

And FSAU's goals to develop training that is:

- **Relevant:** Stakeholders and subject matter experts help define training needs
- **Interactive:** Training design that encourages participation and active learning
- **Engaging:** Professional trainers who capture interest and enhance learning
- **Polished:** Skilled facilitators who present well planned, designed, and developed materials
- **Supported:** Established processes and logistical assistance that enables trainers to focus on the task at hand